

**Title** The Study of Satisfaction towards Language Institute Services of the Office of Academic Resources and Information Tecnology, Buriram Rajabhat University's

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### Abstracts

The objective of this research was to study students' satisfaction towards the Language Institute services, Academic Resources and Information Technology, Buriram Rajabhat University. The data were collected from 269 students who registered fundamental English courses in Academic Year 2013 with Simple sampling. The instrument used was 269 copies of questionnaires and was returned 243 copies or 90.33 %. The data was analyzed using SPSS for Windows Program to reveal some basic statistics: Frequency, Percentage, Mean, and Standard Deviation.

The results of the study revealed that:

1) Regarding to the personal information of respondents, most of them were 74.07% of female, 54.32% of Faculty of Education, 53.09 % were in the second year, 46.50% using the language lab 1-2 times a week, 41.56% were uncertain for time spending, and practicing language program Tell Me More was about 87.24%.

2) When considering students' satisfaction towards Language Institute services, the students rated at a very high level as the whole in the aspects of Language Institute office: the clean and neatness of place, the location of the office, and office hours; In the aspects of the Language Laboratory: the brightness, the clean, the location of the lab, and the numbers of air conditioner; in the aspects of officer: the manner, the human relationship, friendliness, easy to contact, and the service mind of responsibility.

3) In terms of problems and the needs in using Language Institute services on Language Laboratory, the findings showed that the amount of computers was insufficient to a number of users, the manage system was not good, there was a little of language study program, and there was no supplementary material such as dictionary for promoting the learning.

**Key Words:** Service Satisfactions, Language Institute, Office of Academic Resources and Information Technology

